



TRICARE
MANAGEMENT
ACTIVITY

OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
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OCT 25 2005

Mr. David J. Baker
President and Chief Executive Officer
Humana Military Healthcare Services, Inc.
500 West Main Street
Louisville, KY 40202-1438

SUBJECT: Transition Extension of Blanket Referral Waiver (Hurricanes Katrina/Rita)

In accordance with the South Region Contingency Plan and as a result of mandatory evacuation due to Hurricanes Katrina/Rita, an extension to blanket referral waiver through 30 November is authorized for beneficiaries enrolled to medical treatment facility and network primary care managers in the following Humana Military Healthcare Services plan areas: LA01, LA02, and 0073.

This period will be designated as a transition period to return to normal operations. Additionally, HMHS and the government have recommended a combined communication plan that will allow the opportunity to coordinate and publish a joint press release to the media; update and distribute information throughout all contractor maintained 800- numbers and interactive voice-response systems; and disseminate information to MTF Beneficiary Counseling and Assistance Coordinators, Contract Liaisons, and Service Representative. Guidance on developing mail-out to approximately 33,000 households in the identified plan areas is contingent on the results of your cost proposal and whether the initiative is able to be executed via TMA Communication and Customer Services. My point of contact for this action is Mr Gary McNeill at 210-292-3229.

DAVID N. TORNBERG, MD, MPH
Acting Deputy Director
TRICARE Management Activity

CF:
Mr. Michael Gill
Mr. Larry Burchfield
Mr. Terry Handley

DECISION PAPER
ON
COMMUNICATION PLAN FOR KATRINA/RITA EVACUEES

BACKGROUND: Evacuees from Hurricanes Katrina and Rita have been under a Blanket Referral Waiver for various periods that will all currently expire 31 October 2005. A plan to communicate actions to enrollees that were displaced due to these natural disasters is needed in order to return to normal operations.

DISCUSSION: HMHS reports plan areas LA01, LA02, and 0073 are the areas where dwellings were destroyed on a large scale, MTFs are still non-operational or limited in their capabilities. In accordance with TMA's intent that beneficiaries be contacted prior to terminating blanket authorizations, a 30-day extension in the HMHS Plan Areas would provide the necessary time to:

1. Coordinate and publish a joint press release between TRO, HMHS and C&CS for release to the Army Times, base newspapers, TMA web site, HMHS web site etc. The TRO South Customer Service Chief is currently in the early stages of coordinating this effort. This initiative also includes changing the IVR message on the MCSC 800- numbers to provide updated recorded information when beneficiaries call.
2. Disseminate the information on the change to BCACs, Contract Liaisons, RC BCACs, etc. This action would be coordinated by TRO South staff.
3. Mail post cards to all beneficiaries enrolled in the above plan areas (33-34K households) regarding the need to make an enrollment decision. HMHS is preparing a cost estimate for this unless C&CS can provide this support. Preliminary estimates appear to be less than \$10K. HMHS projects the majority of beneficiaries have forwarded their mail in order to receive FEMA checks and other important incoming mail.

RECOMMENDATION:

TRO South recommends Dr. Tornberg approve the attached communication plan and extension to the blanket referral authorization, through 30 November, for beneficiaries enrolled to MTF and network PCMs in HMHS Planning Areas LA01, LA02, and 0073.

TMA APPROVAL:

DUT (Approve)

Date 10/24/05

_____ Disapprove

Date _____

_____ Other

Date _____